

Facilitator CHiPs



Constructive, Helpful, and Informative Practices

Prepared by the ORO Facilitator Program to help enhance individual and organizational excellence

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Facilitation Services Available:

- ♦ Process Improvement
- ♦ Team Building
- ♦ Change Management
- ♦ Strategic Planning
- ♦ Customer Focus and Assessment
- ♦ Baldrige Quality Award Criteria
- ♦ Valuing Differences
- ♦ Problem Solving, Decision Making, and Consensus Building Tools
- ♦ 360° Feedback Instruments
- ♦ Conflict Mediation
- ♦ Problem Identification and Clarity
- ♦ Reengineering
- ♦ Integrated Organizational Renewal
- ♦ Facilitator Skills Training for Supervisors

For more information about facilitator services or to suggest a CHIP topic, e-mail or call:

[Butch Brant](#) (423) 576-4087
or

[Donna Riggs](#) (423) 576-0063

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Running Meetings So They Don't Run from You

Part 3 of 4

The way a meeting is conducted is the primary driver for its success. Below are some useful techniques for all participants to help guide productive meetings and accomplish their goals.

It is essential for meeting participants to play an active role in the meeting. Here are some things to keep in mind during meetings:

- ♦ Arrive on time and stay until the end of the meeting.
- ♦ Listen objectively and include everyone in discussions. Give others time to talk; silence doesn't always mean agreement.
- ♦ Avoid unnecessary interruptions and refrain from distractions. This will reduce redundancy and hasten the meeting's pace.

There are a number of things the meeting leader in particular should consider when conducting a meeting:

- ♦ Restate the purpose of the meeting and desired outcomes.
- ♦ Adhere to the time allocations for each agenda item. Discourage deviation from the agenda topics by scheduling another time to discuss unrelated items.
- ♦ Keep an Action List detailing who will do what by when.

Neutral facilitators are also a great resource to help your meeting stay on track and focused toward achieving its desired objectives.

To explore services of the ORO Facilitator Program, please refer to the side-bar.

In our next issue:
*The Meeting May Be Over,
But You're Not Done Yet!*